

LMIT SMS Privacy Policy

Effective Date: 1/1/2026 | **Company:** LMIT LLC

LMIT LLC respects your privacy. This SMS Privacy Policy explains how we collect, use, and protect information related to text message communications.

SMS Communications

By providing your mobile phone number and opting in to receive text messages, you agree that LMIT LLC may send you SMS messages related to healthcare office communication services, appointment scheduling, appointment reminders, call follow-ups, prescription refill request updates, billing follow-ups, general office messages, technical support, and service notifications.

Message frequency may vary depending on your interactions with LMIT, the healthcare office, or the services you request.

Information We Collect

For SMS communications, LMIT may collect your name, mobile phone number, communication preferences, message history, opt-in and opt-out status, appointment-related details, office request details, and basic information needed to respond to your request.

How We Use Your Information

LMIT uses SMS information to send and manage text communications, confirm consent, process opt-out requests, provide support, respond to service requests, assist healthcare offices with communication workflows, and maintain communication records.

Healthcare and Protected Health Information

LMIT provides technology and communication services that may be used by healthcare offices. Some SMS communications may involve healthcare-related information.

LMIT works to limit the amount of sensitive medical information sent by SMS. Patients should avoid sending sensitive medical details, emergency information, Social Security numbers, payment card numbers, or detailed health information by text message unless specifically instructed by the healthcare office.

SMS messages may not always be fully secure because text messages can be viewed by anyone with access to your mobile device, mobile account, or wireless carrier account.

No Emergency Use

SMS messaging through LMIT should not be used for emergencies. If you are experiencing a medical emergency, call 911 or go to the nearest emergency room.

Sharing of Information

LMIT does not sell, rent, or share mobile phone numbers or SMS consent information with third parties for marketing purposes.

LMIT may share SMS-related information only as needed to provide services, comply with applicable law, support healthcare office operations, work with service providers involved in message delivery, protect systems and users, or fulfill contractual obligations with participating healthcare offices.

Third-Party Service Providers

LMIT may use third-party vendors, carriers, messaging platforms, software providers, or technology partners to send and manage SMS messages. These providers are only permitted to use SMS information as needed to provide messaging services on behalf of LMIT or its clients.

Opting Out

You may opt out of SMS communications at any time by replying STOP to any message.

After opting out, you may receive a confirmation message that you have been unsubscribed. You will no longer receive SMS messages unless you opt back in.

Opting Back In

You may opt back in by replying START, YES, OPT IN, or SUBSCRIBE, where supported.

Getting Help

For help with SMS messages, reply HELP or contact LMIT using the contact information below.

Data Security

LMIT uses reasonable administrative, technical, and physical safeguards to protect information related to SMS communications. However, no communication method is completely secure, and LMIT cannot guarantee the security of SMS messages once they are delivered to your mobile device or transmitted through wireless carriers.

Data Retention

LMIT retains SMS communication records only as long as reasonably necessary to provide services, comply with legal obligations, resolve disputes, enforce agreements, maintain business records, and support healthcare office operations.

Children's Privacy

LMIT's SMS services are intended for use by patients, authorized representatives, parents, guardians, healthcare office staff, or business contacts. LMIT does not knowingly collect SMS consent directly from

children without appropriate authorization from a parent, guardian, healthcare provider, or authorized representative.

Changes to This Policy

LMIT may update this SMS Privacy Policy from time to time. Updates will be posted on LMIT's website or made available through the applicable app or service. The updated policy will include a revised effective date.

Contact Us

For questions about this SMS Privacy Policy, contact LMIT LLC:

Phone: 904-561-9966

Email: Help@lmitusa.com

Website: lmitusa.com

Suggested SMS Consent Language

By providing your mobile number, you consent to receive SMS messages from LMIT LLC and participating healthcare offices. Message and data rates may apply. Message frequency varies. Reply STOP to opt out or HELP for help. SMS messages may not be fully secure and should not be used for emergencies.